CLASS TITLE: PROJECT MANAGER (DoIT)

CHARACTERISTICS OF THE CLASS

Under direction, leads and coordinates a range of technical and information technology projects, programs or initiatives within the Department of Innovation and Technology, and performs related duties as required

ESSENTIAL DUTIES

Based on the operational needs of the Department of Innovation and Technology, positions will be assigned to a specific departmental unit/team (i.e., Technical Operations, Enterprise Systems, Software Development, Enterprise Architecture, Security, Relationship Management, etc).

- Oversees and directs the planning, implementation and maintenance of Information Technology projects and initiatives (e.g., application development/selection, system upgrades and installation, technology initiatives)

- Develops full scale plans for IT projects/activities (e.g., formulation of project concepts, requirements and goals, establishment of timelines, schedules and milestones, and budgets)

- Prepares project scopes and task order requests as part of the Request for Proposal (RFP) process and participates in the review, evaluation and selection of vendors

- Makes certain the work of vendors, consultants, contractors and/or employees assigned to projects (e.g., assembling project plans and teamwork assignments, monitoring work efforts, identifying resource needs and performing quality review) meets project expectations

- Determines priorities and coordinates efforts between all parties to affect implementation strategies

- Participates in policy development and provides technical assistance on the impact that new requirements will have on IT efforts

- Serves as a liaison between management, client departments and aldermanic offices, contractors and vendors (e.g., detailing services provided by the Department of Innovation and Technology, preparation of task orders, funding requirements for projects, product selection, and identification of project risks and mitigation activities)

- Manages and tracks project budget including the review and approval of invoices for vendor payments

- Organizes meetings with internal and external parties to accomplish project plan goals and deadlines and modifies work plans and timelines as required

- Develops communication and outreach materials to market project and program activities

- Prepares project, status and ad hoc reports to keep management abreast of project progress, problems and solutions

- Reviews project deliverables for accuracy, adherence with project scope and quality standards

- Performs business analysis including requirements gathering and gap analysis, as required

- Assists senior staff in partnering to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise

- Functions as a liaison with departmental ITSC personnel to ensure City technology processes and procedures are adhered to (i.e., approval of hardware/software purchases, provide technical expertise and guidance, etc.)

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Computer Science, Information Technology/Systems, Business Administration or a directly related field plus three years of project management experience or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- Preference may be given to applicants who hold applicable professional licenses or certifications relative to the specific responsibilities of the position

WORKING CONDITIONS

- General office environment
- Stressful situations with imposed deadlines

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems)
- Client/server computers
- Micro and mini computers
- Local area/wide area communications network

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Advanced knowledge of:

- *project management principles, methods, and practices in the assigned specialty area
- *program management principles
- *managing project timelines and budgets
- *cost-benefit analysis principles and methods
- IT concepts, principles, methods and practices in the assigned specialty area

Considerable knowledge of:

- *systems testing and evaluation principles, methods and tools
- *requirement analysis principles and methods

Moderate knowledge of:

- *technical documentation methods and procedures
- new and emerging information technologies and/or industry trends
- IT metrics, methods and concepts

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- TIME MANAGEMENT – Manage one's own time and the time of others
- *COORDINATION WITH OTHERS – Adjust actions in relation to others' actions
- *SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- *QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns

- PRESENT – Simplify complex concepts in a way that is audience appropriate and clearly communicate it to an audience

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges

- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction

- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

- INDEPENDENCE – Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done

- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems

- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
August 2012